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**From:** Toni Dubuque [[SMTP:adubuqu@qwest.com](mailto:SMTP:adubuqu@qwest.com)]  
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**Sent:** Tuesday, June 04, 2002 1:38 PM  
**To:** [flpowers@eschelon.com](mailto:flpowers@eschelon.com)  
**Cc:** Johnson, Bonnie J.; Larson, Laurie A.; Clauson, Karen L.; Oxley, J. Jeffery; 'jlnovak@qwest.com'  
**Subject:** UNE-P Migration - Confidential Eschelon Information

Lynne,

I just returned from vacation. Thank you for sending me your concerns.

I understand that Jean had already noticed these issues and had proactively requested a meeting with Laurie Larson on May 28.

It is my understanding as a result of this meeting, Eschelon and Qwest mutually agree to immediately implement some changes, which may be clarifications of existing procedures or new processes. I have attached a copy of the meeting minutes for your convenience. I would like to highlight the following:

Eschelon re-established the SPOC that was originally agreed to as part of the UNE-P Project Plan. Qwest clarified the problem resolution process. Venessa will respond to Eschelon within 30 minutes acknowledging the email with details. If this does not occur, then Eschelon should escalate to Chris Siewert.

Chris Siewert will re-enforce with Venessa that she will only work on 3 order problems. If there are additional order issues sent, Venessa will pass to other team members to resolve.

Eschelon made a commitment to compare the CSR to the LSR to insure the order was issued correctly, prior to handing off to Qwest.

Venessa's hours are 8:00 to 5:30; Chris Siewert is to be paged prior to or after. Chris Siewert's Center is operational from 7 AM to 8 PM and she has on-call personnel. Eschelon has the ability to have 24-hour problem resolution.

I am pleased with the working team's ability to resolve issues to improve the Project's success.

I have reviewed the list of 16 missed commitments you provided to me. The attachment has root causes for each. My calculations are as follows:

3 - Qwest related to a problem identified in IMA affecting flow through of 1FB conversions. It was uncovered May 20 and resolved on May 24.

This equates to 18.8% error occurring within Qwest.

13 - Eschelon related, caused by incorrect order issuance or changing due date within 48-hours.

This equates to 81.2% error occurring within Eschelon.

Qwest believes that if the process is followed, Eschelon will receive quick resolution. Eschelon is supported 24-hours per day, if needed.

When the May 28 meeting was scheduled, Qwest requested your trainer to attend. Qwest had identified some order issuance errors and wanted to discuss with your trainer. Qwest was disappointed that your trainer was not in attendance, as we had the documented examples to go over with him. We, again, make the offer to work with your team to help with order writing questions.

Eschelon shared that they are not using the LSR Rejection Report as a trending tool for training purposes. Qwest is offering to assist in developing a feedback mechanism to assist in your training. Qwest believes this is an important opportunity to improve request quality with your 14 newly hired provisioners for the UNE-P Project.

Qwest has identified the following trends in Eschelon's order activity causing service problems for your customers.

- Omission of the Message Group Indicator on Voice Mail;
- No number or incorrect number for the Call Forwarding Feature;
- Using a Line Class Code on 1FB flow through orders;
- Orders written "as specified" without addressing all USOCs, will cause USOC not converted to be disconnected.

If 286 total customers have been converted and 6% were service impacted, [13/16 or 81.2% Eschelon error rate] your error level is significant. Qwest will restate our offer to help you develop a trending tool for training. I can understand your concern and will work with you to make immediate improvements.

At the meeting on May 28, Qwest discussed the [REDACTED] Companies, which is a Centrex account. Even though it was not part of the UNE-P Project, Qwest felt it was significant and wanted to share this with your trainer. The errors were highlighted and discussed. Qwest also offered that for future conversions, with a Centrex customer that has multiple locations and is highly visible customer, we manage for you as a project.

It is my understanding that the UNE-P Project team agreed to continue holding discussions on process and provide feedback to each other. We are looking forward to doing this on a weekly basis. I believe we have made the necessary changes to address your concerns and will continue to offer our support to assist you. The UNE-P Project team will continue to focus on improvements.

We will discuss in detail with you in our face-to-face meeting today.

Toni Dubuque

Executive Director - Customer Service Operations  
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